

## Frequently Asked Questions

Q: Why can't I find my ticket?

A: There could be many reasons.

1. Only civil infractions will be displayed for Internet payments.
2. Civil infractions will not display if you have failed to pay in a timely manner and your license is now suspended.
3. Be sure you have selected the correct county and court the offense occurred in. There are over 100 district courts in the State of Michigan, and not all courts are accepting payments using the Internet.
4. The court may not have received your ticket from the police agency yet. Please check again in a couple days.
5. Try another search type.
6. Contact the court if you are still having trouble finding your ticket(s).

Q: How long will it take for my payment to process?

A: Once you have authorized the system to accept payment for your ticket(s), the payment will usually be posted within just a few minutes.

Q: Can I contest my ticket using the Internet?

A: No, you must contact the court.

Q: Can I pay my ticket(s) on the Internet after I have appeared in court?

A: Yes, but only civil infraction tickets.

Q: How secure is my transaction?

A: Michigan Courts uses the industry standard Secure Sockets Layer technology to encrypt your order information. As a result, any information you enter online is protected, and will not be used by anyone other than Michigan Courts.

Q: What is a civil infraction?

A: A "civil infraction" is a non-criminal offense (such as a speeding ticket) for which the sanction is fines, costs, and fees but no jail penalty.